

In the Claims:

1-36. (Cancelled)

37. (Previously Presented) A system for managing resources of a call center operating inbound and outbound call campaigns and minimizing an automatic telephone call back comprising:

a first location including a telephone line and a data terminal and a telephone both connected to said telephone line, said data terminal generating a call back request requesting a call back to said telephone over said telephone network, wherein said first location cannot support voice and data communication simultaneously;

a data path interface, coupled to said telephone line, for receiving said call back request over said telephone line, for identifying call back data from said request, and for placing said call back data into at least one call record store for an outbound campaign;

an automated dialer system, located at a second location remote from said first location and coupled to said data path interface, and responsive to said at least one call record store, for automatically retrieving telephone numbers to be dialed from said call record store, and for processing said telephone numbers

as an outbound telephone call campaign; and

means for causing said automated dialer system to substantially immediately dial said telephone number to be dialed over said telephone line and for substantially immediately and continuously redialing said telephone number to be dialed each time said automated dialer detects a busy signal and for causing said automated dialer system to reschedule a regular telephone number each time said regular telephone number dialer detects a busy signal.

38. (Previously Presented) The system of claim 37 wherein said request further includes customer account identifying indicia.

39. (Previously Presented) The system of claim 37 wherein said call back data further includes a time to call back.

40. (Previously Presented) The system of claim 37 wherein said request further includes a message.

41. (Previously Presented) The system of claim 40 wherein said message includes a voice message.

42. (Previously Presented) The system of claim 40 wherein said message includes a textual message.

43. (Previously Presented) The system of claim 40 wherein said message includes a series of DTMF tones.

44. (Previously Presented) The system of claim 37 wherein said data terminal is a digital computer and said transmitted data includes digital data.

45. (Previously Presented) The system of claim 37 wherein said automated dialer system further includes a call scheduler, responsive to said at least one call record store, for ordering and scheduling said telephone numbers to be dialed.

46. (Previously Presented) The system of claim 45 wherein said automated dialer system further includes a predictive dialer, responsive to said ordered telephone numbers, for initiating dialing of each of said ordered telephone numbers.

47. (Previously Presented) A method for managing resources of a call center operating inbound and outbound call campaigns, said method comprising the acts of:

receiving a call back request transmitted from a data terminal at a remote location, wherein said remote location includes said data terminal and a telephone both directly connected to a single telephone line and said remote location cannot support voice and data simultaneously;

identifying call back data from said request including a telephone number to be dialed, said telephone number associated with said telephone at said remote location;

placing said call back data into a call record store for an outbound campaign;

scheduling said telephone number to be dialed substantially immediately within said outbound campaign;

automatically dialing said telephone number as scheduled over said telephone line using a predictive dialer;

continuously redialing said telephone number each time a busy signal is detected;

connecting said telephone line to a second telephone of an available agent of a pool of agents, if an answer is detected;

automatically dialing a regular telephone number of said

outbound campaign as scheduled using said predictive dialer;

rescheduling said regular telephone number to be dialed
within said outbound campaign if a busy signal is detected; and

connecting said regular telephone line to said second
telephone of said available agent of said pool of agents, if an
answer is detected.

48. (Previously Presented) The method of claim 47 further
including the act of rescheduling said telephone number to be
dialed within said outbound campaign if no answer is detected

49. (Previously Presented) The method of claim 47 further
including the act of attempting to immediately connect said
inquiring party to an available agent over said telephone line.

50. (Previously Presented) The method of claim 47 wherein
said telephone number is scheduled for an immediate call back.

51. (Previously Presented) The method of claim 47 further
including the act of adding said telephone number to a future call
campaign, if no connection is made.

In re: Malcom B. Strandberg
Filed: September 28, 1998
Serial No.: 09/161,816
Page 7

52. (Previously Presented) The method of claim 47 wherein said call back data includes at least one time to be called back, wherein said telephone number is scheduled according to said time to call back.

53. (Previously Presented) A system for managing resources of a call center operating inbound and outbound call campaigns and minimizing an automatic telephone call back comprising:

a first location including a telephone line and a data terminal and a telephone both connected to said telephone line, said data terminal generating a call back request requesting a call back to said telephone over said telephone network, wherein said first location cannot support voice and data communication simultaneously;

a data path interface, coupled to said telephone line, for receiving said call back request over said telephone line, for identifying call back data from said request, and for placing said call back data into at least one call record store for an outbound campaign;

an automated dialer system, located at a second location remote from said first location and coupled to said data path interface, and responsive to said at least one call record store, for automatically retrieving telephone numbers to be dialed from said call record store, and for processing said telephone numbers as an outbound telephone call campaign; and

means for causing said automated dialer system to

substantially immediately dial said telephone number to be dialed over said telephone line and for substantially immediately and continuously redialing said telephone number to be dialed each time said telephone number dialer detects a busy signal, for causing said automated dialer system to reschedule said telephone number to be dialed within said outbound campaign if no answer is detected, and for causing said automated dialer system to reschedule a regular telephone number each time said regular telephone number dialer detects a busy signal.